**MAJESTIC BEACH HOTEL 2013-2014 comp.**

**CUSTOMER SATISFACTION QUESTIONNAIRE FEEDBACK – TUI UK**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DATES** | **RESPONSES** | **ACCOMM OVERALL** | **FOOD QUALITY** | **FOOD VARIETY** | **RESTAURANT SERVICE** | **HOTEL 1ST IMPRESSION** | **ROOM 1ST IMPRESSION** | **RECEPTION SERVICE** | **BAR SERVICE** | **DRINKS QUALITY** | **DRINKS SELECTION** | **RESTAURANT AMBIANCE** | **BEDROOM COMFORT** | **BEDROOM CLEANLINESS/public area** | **DAYTIME ACTIVTIES** | **EVENING ACTIVITIES** | **ENTERTAINMENT TEAM** |
| ***TARGET*** |  | **82** | **75** | **75** | **80** | **85** | **85** | **80** | **80** | **75** | **75** | **80** | **85** | **85** | **70** | **70** | **70** |
|  |  |  |  |  |  | **2** | **0** | **1** | **3** |  |  |  |  |  |  |  |  |
|  | **DATES** | **RESPONSES** | **ACCOMM OVERALL** | **FOOD QUALITY** | **FOOD VARIETY** | **RESTAURANT SERVICE** | **HOTEL 1ST IMPRESSION** | **ROOM 1ST IMPRESSION** | **RECEPTION SERVICE** | **BAR SERVICE** | **DRINKS QUALITY** | **DRINKS SELECTION** | **RESTAURANT AMBIANCE** | **BEDROOM COMFORT** | **BEDROOM CLEANLINESS/public area** | **DAYTIME ACTIVTIES** | **EVENING ACTIVITIES** | **ENTERTAINMENT TEAM** |
| ***26/05-01/06/2013*** | **42** | **88** | **70** | **75** | **71** | **?** | **?** | **85** | **86** | **77** | **82** | **68** | **90** | **94/98** | **67** | **57** | **68** |
| ***01/06 – 07/06/2013*** | **?** | **89** | **73** | **71** | **76** | **?** | **?** | **80** | **86** | **81** | **82** | **71** | **85** | **95/96** | **56** | **47** | **55** |
| ***08/06/2013***  ***14/06/2013*** | **?** | **92** | **79** | **77** | **82** | **?** | **?** | **91** | **93** | **89** | **91** | **80** | **91** | **96/98** | **61** | **57** | **67** |
| ***15/06/2013-22/06/2013*** | **?** | **86** | **82** | **78** | **80** | **?** | **?** | **83** | **86** | **78** | **80** | **72** | **77** | **89/98** | **56** | **48** | **56** |
| ***23/06/2013-***  ***30/06/2013*** | **30** | **94** | **79** | **83** | **88** | **?** | **?** | **89** | **86** | **82** | **82** | **83** | **81** | **92/98** | **45** | **39** | **46** |
| ***01/07/2013-07/07/2013*** | **?** | **97** | **83** | **82** | **81** | **?** | **?** | **90** | **90** | **85** | **87** | **81** | **94** | **93/98** | **64** | **52** | **62** |
| ***07/07/2013-14/07/2013*** | **?** | **93** | **85** | **85** | **62** | **?** | **?** | **87** | **89** | **88** | **91** | **80** | **95** | **97/98** | **64** | **54** | **67** |
| ***14/07/2013-21/07/2013*** | **47** | **89** | **79** | **81** | **85** | **?** | **?** | **84** | **87** | **83** | **89** | **81** | **83** | **92/94** | **62** | **60** | **61** |
| ***21/07/2013-27/07/2013*** | **46** | **92** | **79** | **83** | **76** | **?** | **?** | **84** | **87** | **78** | **84** | **71** | **87** | **94/95** | **45** | **31** | **41** |
| ***27/07/2013-03/08/2013*** | **39** | **90** | **80** | **83** | **87** | **?** | **?** | **83** | **89** | **90** | **90** | **80** | **90** | **96/97** | **71** | **55** | **58** |
| ***03/08/2013-09/08/2013*** | **28** | **90** | **85** | **82** | **90** | **?** | **?** | **86** | **90** | **85** | **88** | **78** | **84** | **93/97** | **61** | **42** | **63** |
| ***09/082013-16/08/2013*** | **48** | **86** | **80** | **81** | **74** | **?** | **?** | **83** | **83** | **78** | **81** | **70** | **78** | **91/94** | **55** | **44** | **53** |
| ***16/08/2013-23/08/2013*** | **36** | **96** | **93** | **90** | **88** | **?** | **?** | **98** | **96** | **94** | **92** | **79** | **92** | **100/100** | **73** | **56** | **67** |
| ***24/08/2013-31/08/2013*** | **30** | **89** | **80** | **82** | **81** | **?** | **?** | **88** | **89** | **85** | **86** | **77** | **89** | **92/94** | **63** | **55** | **64** |
| ***01/09/2013-06/09/2013*** | **51** | **93** | **81** | **80** | **79** | **?** | **?** | **85** | **86** | **81** | **84** | **72** | **85** | **96/97** | **58** | **56** | **65** |
| ***06/09/2013-13/09/2013*** | **64** | **93** | **71** | **73** | **80** | **?** | **?** | **84** | **90** | **84** | **86** | **76** | **91** | **97/96** | **55** | **50** | **57** |
| ***14/09/2013-20/09/2013*** | **87** | **88** | **70** | **71** | **76** | **?** | **?** | **75** | **86** | **78** | **79** | **73** | **81** | **93/94** | **52** | **42** | **49** |
| ***21/09/2013-27/09/2013*** | **68** | **91** | **75** | **78** | **78** | **?** | **?** | **81** | **85** | **79** | **84** | **70** | **88** | **96/96** | **44** | **31** | **42** |
| **Accumulative 2013** | **842** | **91** | **78** | **79** | **80** |  |  | **84** | **88** | **82** | **85** | **75** | **87** | **94/96** | **58** | **48** | **57** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DATES** | **RESPONSES** | **ACCOMM OVERALL** | **FOOD QUALITY** | **FOOD VARIETY** | **SWIMMINGPOOL&POOL AREA** | **HOTEL 1ST IMPRESSION** | **ROOM 1ST IMPRESSION** | **RECEPTION SERVICE** | **BAR SERVICE** | **DRINK QUALITY/DRINKS SELECTION** | **RESTAURANT SERVICE** | **RESTAURANT AMBIENCE** | **WI FI CONNECTION** | **LEASURE FASILITIES** | **BEDROOM COMFORT** | **BEDROOM CLEANLINESS/public area** | **DAYTIME ACTIVTIES** | **EVENING ACTIVITIES** | **ENTERTAINMENT TEAM** |
| ***TARGET*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  | **2** | **0** | **1** | **4** |  |  |  |  |  |  |  |  |  |  |
|  | **DATES** | **RESPONSES** | **ACCOMM OVERALL** | **FOOD QUALITY** | **FOOD VARIETY** | **RESTAURANT SERVICE** | **HOTEL 1ST IMPRESSION** | **ROOM 1ST IMPRESSION** | **RECEPTION SERVICE** | **BAR SERVICE** |  |  | **DRINKS QUALITY** | **DRINKS SELECTION** | **RESTAURANT AMBIANCE** | **BEDROOM COMFORT** | **BEDROOM CLEANLINESS/public area** | **DAYTIME ACTIVTIES** | **EVENING ACTIVITIES** | **ENTERTAINMENT TEAM** |
| ***24/05-31/05/2014*** | **42** | **88** | **75** | **71** | **97** | **81** | **77** | **89** | **91** |  |  |  | **71** | **80** | **91** | **96/98** | **70** | **50** | **69** |
| ***31/05/2014-06/06/2014*** | **72** | **89** | **80** | **81** | **97** | **79** | **69** | **88** | **88** | **82/83** | **86** | **83** | **45** | **80** | **89** | **94/95** | **67** | **50** | **68** |
| ***07/06-13/06/2014*** | **40** | **90** | **81** | **79** | **94** | **78** | **71** | **86** | **87** | **83/85** | **87** | **78** | **69** | **79** | **87** | **95/95** | **68** | **62** | **74** |
| ***14/06-20/06/2014*** | **10** | **97** | **63** | **67** | **93** | **80** | **60** | **77** | **87** | **89/87** | **80** | **80** | **50** | **77** | **73** | **93/97** | **77** | **67** | **83** |
| ***21/06-27/06/2014*** | **42** | **83** | **64** | **73** | **90** | **72** | **56** | **81** | **82** | **80/86** | **77** | **68** | **52** | **79** | **81** | **90/93** | **69** | **65** | **76** |
| ***27/06/2014-04/07/2014*** | **33** | **91** | **73** | **74** | **96** | **77** | **68** | **88** | **85** | **82/87** | **73** | **74** | **49** | **91** | **90** | **96/98** | **72** | **73** | **80** |
| ***04/07-11/07/2014*** | **22** | **92** | **70** | **65** | **97** | **74** | **61** | **83** | **82** | **88/87** | **78** | **68** | **33** | **81** | **89** | **89/97** | **79** | **59** | **70** |
| ***12/07-18/07/2014*** | **19** | **91** | **84** | **90** | **93** | **78** | **85** | **91** | **84** | **81/86** | **80** | **73** | **67** | **73** | **82** | **96/98** | **69** | **67** | **73** |
| ***19/07/2014-25/07/2014*** | **42** | **90** | **82** | **87** | **94** | **76** | **71** | **85** | **86** | **87/88** | **80** | **86** | **46** | **86** | **87** | **94/94** | **79** | **68** | **81** |
| ***26/07/2014-01/08/2014*** | **15** | **96** | **73** | **76** | **95** | **87** | **81** | **91** | **91** | **90/93** | **82** | **79** | **67** | **82** | **100** | **98/100** | **78** | **69** | **72** |
| ***02/08-08/08/2014*** | **16** | **96** | **81** | **86** | **95** | **84** | **70** | **87** | **93** | **89/87** | **91** | **87** | **22** | **85** | **92** | **93/96** | **79** | **67** | **79** |
| ***09/08-15/08/2014*** | **13** | **82** | **67** | **64** | **91** | **63** | **38** | **89** | **80** | **77/75** | **72** | **67** | **84** | **70** | **64** | **87/95** | **67** | **48** | **59** |
| ***16/08/2014-22/08/2014*** | **24** | **89** | **80** | **82** | **93** | **75** | **56** | **82** | **79** | **88/87** | **78** | **78** | **33** | **82** | **86** | **97/93** | **73** | **61** | **67** |
| ***23/08-29/08/2014*** | **35** | **93** | **80** | **75** | **94** | **70** | **67** | **79** | **83** | **83/82** | **82** | **75** | **40** | **78** | **89** | **92/94** | **61** | **57** | **69** |
| ***30/08-05/09/2014*** | **30** | **89** | **80** | **85** | **99** | **79** | **59** | **84** | **92** | **90/85** | **80** | **74** | **67** | **85** | **78** | **94/92** | **70** | **60** | **73** |
| ***06/09-12/09/2014*** | **35** | **89** | **70** | **71** | **91** | **81** | **78** | **75** | **82** | **82/85** | **79** | **74** | **47** | **83** | **86** | **92/91** | **60** | **57** | **61** |
| ***13/09-19/09/2014*** | **86** | **88** | **75** | **76** | **89** | **77** | **70** | **80** | **84** | **81/82** | **80** | **74** | **46** | **77** | **81** | **92/94** | **62** | **57** | **63** |
| ***Accumulative 2014*** | ***725*** | ***88*** | ***75*** | ***77*** | ***93*** | ***76*** | ***68*** | ***84*** | ***84*** | ***82/83*** | ***81*** | ***74*** | ***53*** | ***78*** | ***84*** | ***93/95*** | ***63*** | ***55*** | ***65*** |